

Long-Term Care Planning Committee

Minutes of September 13, 2011 Meeting

Members Present: David Guttchen, Office of Policy and Management (OPM); Dennis King, Department of Transportation (DOT); Beth Leslie, Office of Protection and Advocacy (OP&A); Siobhan Morgan, Department of Developmental Services (DDS); Donna Ortelle, Department of Public Health (DPH); Kim Samaroo-Rodriguez, Department of Children and Families (DCF).

Others Present: Nancy Shaffer, M.A., CT State Long-Term Care Ombudsman; Brenda Kelly, State Director, AARP CT; Michael Michalski, Regional Ombudsman; Long Term Care Ombudsman Program and Dicie Balash, Project Manager/Organization Development Consultant, UCONN Organizational and Skill Development, DSS; Barbara Parks Wolf, OPM.

Review and Approval of Minutes

David Guttchen called the meeting to order at 10:00 am.

Mr. Guttchen requested a motion to accept the minutes of the June 14, 2011 Planning Committee meeting. A motion was presented, seconded and passed unanimously by the Committee members.

Updates

Beth Leslie noted that OP&A is conducting a survey regarding personal experiences with Hurricane Irene. The goal is to identify “lessons learned” – things that worked well and other things that need improvement. The survey can be found at www.ct.gov/opapd.

Long-Term Care Advisory Council Comments

Julie Evans Starr, co-chair of the Long Term Care Advisory Council, provided an update on Advisory Council activities. The Advisory Council met on Monday, September 12, and discussed the problems individuals had as a result of Hurricane Irene, especially individuals with disabilities. At the meeting, Michelle Duprey talked about the delay in getting approval from the Department of Transportation for accessible taxis and how this puts the project at risk of missing the federal deadline for funding. The issue of how long it takes to become Medicaid eligible was also discussed.

Presentations

Retaliation in Long-Term Care Facilities

Nancy Shaffer, M.A., CT State Long-Term Care Ombudsman, provided a presentation about fear of retaliation in long-term care facilities and showed the video entitled “Voices Speak out Against Retaliation.” Joining her was Dicie Balash and Michael Michalski. The Office of the Ombudsman has been working on this issue for a number of years. In 2007, the University of Connecticut did a study on fear of retaliation and found that 25 percent of nursing facility residents had concerns and fears about retaliation. This is also an issue for individuals living in residential care homes and assisted living.

Dennis King thanked Ms. Shaffer for the video and commented that the video communicated the difficulty of the issue and also reflected the hope that there was someone to go to for assistance and support. Ms. Shaffer noted that the topic is the ‘elephant in the room’ that people are reluctant to talk about. In the 2011 legislative session a bill was raised to require additional training to nursing facility staff about this issue. The bill did not pass, but will be pursued in the next legislative session.

Brenda Kelly asked if the Ombudsman Office keeps any data on peoples’ complaints. Ms. Schaffer replied that the Office does keep data, but noted that many people never make a complaint.

In response to a questions from Mr. King about resident complaints, Ms. Schaffer explained that the Ombudsman is resident directed and can only do what the resident requests and allows. The Ombudsman tries to resolve the issue within the facility, but can step it up to other State agencies if needed. The Ombudsman also provides sensitivity training to facility staff.

Mr. Michalski informed the group about the 15th Annual Voices Forum Celebration sponsored by the State Long-Term Care Ombudsman Program on October 6th.

The video can be viewed at the Office of the Ombudsman at <http://www.ct.gov/ltcop/cwp/view.asp?Q=473774&A=3821>.

Score Card of State Performance on Long-Term Care Services

Brenda Kelley, State Director, AARP CT presented the findings of the scorecard of state performance on long-term services. This report was just released last week and is the first long-term care score card ever developed. The study was sponsored by the AARP Policy Institute, the Commonwealth Fund and the Scan Foundation. The score card does not reflect the experience of everyone using long-term care services, but examines the experience of older adults and people with physical disabilities.

Connecticut received an overall ranking of 11 among all states in the country. The score card looks at four areas of measurement:

- 1) Affordability and access (CT = 8);
- 2) Choice of setting and provider (CT = 25);
- 3) Quality of life and quality of care (CT = 17); and
- 4) Support for family caregivers (CT = 20).

David Guttchen asked about the source of the data for the score card and how the items were weighted.

Materials about the study and scorecard are available at www.longtermscorecard.org. AARP is willing to work with groups in Connecticut to delve into the report findings in more detail.

Meeting Schedule for 2011

Mr. Guttchen invited Planning Committee members to suggest topics for presentation at the next meeting in December.

Tues., Dec. 6th -- 10:00 AM to 12:00 PM -- Room 1A - LOB

Other Business

No new business was raised. The meeting was adjourned at 11:30 pm.